

# Appendix *D*

## Appendix D

### SURVEY QUESTIONS FOR DISASTER-IMPACTED BUSINESSES (DR-1292)

Interviewer please complete for yourself:

Interviewer Name: \_\_\_\_\_

Phone/Fax/e-mail: \_\_\_\_\_

**Introduce yourself and provide the following information to the interviewee:**

This information is being collected to identify economic needs and available resources of disaster-impacted communities in North Carolina. Questions within this survey may duplicate some of the questions that will be asked in other interviews. The answers to these questions will not be used to determine individual funding needs or to complete specific damage surveys.

**PLEASE COMPLETE THE FOLLOWING IN AS MUCH DETAIL AS POSSIBLE.**

**NOTE TO INTERVIEWER: Be prepared to help the interviewee clarify needs and wants.**

**For example, if the answer is “money,” ask what specifically the money is for.**

1. Name of Business: \_\_\_\_\_

2. Economic Sector (check one):

- a. \_\_\_\_\_ Construction      b. \_\_\_\_\_ Manufacturing      c. \_\_\_\_\_ Transportation/Public Utilities  
d. \_\_\_\_\_ Trade (Retail)      e. \_\_\_\_\_ Trade (Wholesale)      f. \_\_\_\_\_ Finance, Insurance, and Real Estate  
g. \_\_\_\_\_ Services      h. \_\_\_\_\_ Tourism/Hospitality      i. \_\_\_\_\_ Agricultural Services      j. \_\_\_\_\_ Other

3. Primary Line of Business: \_\_\_\_\_

4. Street Address: \_\_\_\_\_

5. City: \_\_\_\_\_

6. Zip code: \_\_\_\_\_

7. County: \_\_\_\_\_

8. Interviewee's Name: \_\_\_\_\_

9. Interviewee's Position (i.e.: owner, president, property manager, etc.) \_\_\_\_\_

10. Did your business have any physical damage from the hurricane and its aftermath? \_\_\_\_ yes \_\_\_\_ no

11. Did your business have any losses due to the disruption of business? \_\_\_\_ yes \_\_\_\_ no

12. Will your business suffer future loss of market share or reduction in growth? \_\_\_\_ yes \_\_\_\_ no

**[IF Q10, Q11 AND Q12 ARE ALL NO, END THE INTERVIEW]**

13. What was the replacement value (\$) of business contents (furniture, equipment, computers, etc. items not related to building structure): \_\_\_\_\_

14. What was the replacement value (\$) of the business inventory at the time of the disaster (spare parts, raw materials, finished product, merchandize, etc.): \_\_\_\_\_

15. Number of employees working at this location:      a. \_\_\_\_\_ pre-disaster      b. \_\_\_\_\_ post-disaster

16. How many employees were injured (either on-site or off-site) by the disaster and aftermath: \_\_\_\_\_

17. How many employees were displaced from their homes by the disaster: \_\_\_\_\_

**Now I am going to ask you some very difficult questions because we know that you probably don't know the exact answer. Please remember that the federal government needs some ball park estimates to begin planning programs to speed the North Carolina recovery. While you don't know the exact answer, your guess is better than anyone else's. No one will hold you to this number because we all understand that it is going to change over the next few weeks. To help speed the recovery, please give us your best guess.**

**18. What would you estimate cost to repair the building damage to your business?**

- |   |  |   |                      |    |                         |
|---|--|---|----------------------|----|-------------------------|
| 0 | No damage to the building(s) at this location. | 5 | \$5,001 to \$7,500   | 9  | \$50,001 to \$100,000   |
| 1 | Less than \$500                                | 6 | \$7,501 to \$10,000  | 10 | \$100,001 and \$200,000 |
| 2 | \$501 to \$1,000                               | 7 | \$10,001 to \$25,000 | 11 | \$200,001 and \$300,000 |
| 3 | \$1,001 to \$2,500                             | 8 | \$25,001 to \$50,000 | 12 | \$300,001 and \$400,000 |
| 4 | \$2,501 to \$5,000                             |   |                      |    |                         |

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- |                            |                              |                     |
|----------------------------|------------------------------|---------------------|
| 13 \$400,001 and \$500,000 | 16 \$700,001 and \$800,000   | 19 over \$1,000,000 |
| 14 \$500,001 and \$600,000 | 17 \$800,001 and \$900,000   |                     |
| 15 \$600,001 and \$700,000 | 18 \$900,001 and \$1,000,000 |                     |

If your estimate is over \$1,000,000, please give your best estimate of the repair costs. \_\_\_\_\_

ENTER NUMBER OF MILLIONS

### 19. What would you estimate the cost of repairing the damage to grounds, landscaping or other site improvements owned by the businesses?

0. No damage to the grounds, landscaping or other site improvements at this location?

- |                      |                          |                           |
|----------------------|--------------------------|---------------------------|
| 1 Less than \$500    | 7 \$5,001 to \$7,500     | 13 \$30,001 and \$40,000  |
| 2 \$501 to \$1,000   | 8 \$7,501 to \$10,000    | 14 \$40,001 and \$50,000  |
| 3 \$1,001 to \$2,000 | 9 \$10,001 to \$15,000   | 15 \$50,001 and \$100,000 |
| 4 \$2,001 to \$3,000 | 10 \$15,001 to \$20,000  | 16 over \$100,000         |
| 5 \$3,001 to \$4,000 | 11 \$20,001 and \$25,000 |                           |
| 6 \$4,001 to \$5,000 | 12 \$25,001 and \$30,000 |                           |

If your estimate is over \$100,000, please give your best estimate of the repair costs \_\_\_\_\_

### 20. What would you estimate the cost of repairing the damage to contents of the buildings like furnishings, materials or supplies?

0. No damage to the contents of the buildings at this location?

- |                      |                          |                           |
|----------------------|--------------------------|---------------------------|
| 1 Less than \$500    | 7 \$5,001 to \$7,500     | 13 \$30,001 and \$40,000  |
| 2 \$501 to \$1,000   | 8 \$7,501 to \$10,000    | 14 \$40,001 and \$50,000  |
| 3 \$1,001 to \$2,000 | 9 \$10,001 to \$15,000   | 15 \$50,001 and \$100,000 |
| 4 \$2,001 to \$3,000 | 10 \$15,001 to \$20,000  | 16 over \$100,000         |
| 5 \$3,001 to \$4,000 | 11 \$20,001 and \$25,000 |                           |
| 6 \$4,001 to \$5,000 | 12 \$25,001 and \$30,000 |                           |

If your estimate is over \$100,000, please give your best estimate of the repair costs \_\_\_\_\_

### 21. What would you estimate the cost of repairing the damage to the business inventory?

0. No damage to the business inventory at this location?

- |                      |                          |                           |
|----------------------|--------------------------|---------------------------|
| 1 Less than \$500    | 7 \$5,001 to \$7,500     | 13 \$30,001 and \$40,000  |
| 2 \$501 to \$1,000   | 8 \$7,501 to \$10,000    | 14 \$40,001 and \$50,000  |
| 3 \$1,001 to \$2,000 | 9 \$10,001 to \$15,000   | 15 \$50,001 and \$100,000 |
| 4 \$2,001 to \$3,000 | 10 \$15,001 to \$20,000  | 16 over \$100,000         |
| 5 \$3,001 to \$4,000 | 11 \$20,001 and \$25,000 |                           |
| 6 \$4,001 to \$5,000 | 12 \$25,001 and \$30,000 |                           |

If your estimate is over \$100,000, please give your best estimate of the repair costs \_\_\_\_\_

### 22. What would you estimate the cost of the damage to rolling stock like delivery trucks, company cars, or mobile construction equipment?

0. No damage to the rolling stock at this location?

- |                      |                          |                           |
|----------------------|--------------------------|---------------------------|
| 1 Less than \$500    | 6 \$4,001 to \$5,000     | 13 \$30,001 and \$40,000  |
| 2 \$501 to \$1,000   | 7 \$5,001 to \$7,500     | 14 \$40,001 and \$50,000  |
| 3 \$1,001 to \$2,000 | 8 \$7,501 to \$10,000    | 15 \$50,001 and \$100,000 |
| 4 \$2,001 to \$3,000 | 9 \$10,001 to \$15,000   | 16 over \$100,000         |
| 5 \$3,001 to \$4,000 | 10 \$15,001 to \$20,000  |                           |
|                      | 11 \$20,001 and \$25,000 |                           |
|                      | 12 \$25,001 and \$30,000 |                           |

If your estimate is over \$100,000, please give your best estimate of the repair costs \_\_\_\_\_

## Appendix D

**23. What is your estimate of lost revenue due to the disruption of the business from such things as closing, lost production, lost sales or lost clients?**

- 0 No lost revenue due to business disruption at this location.
- 1 Less than \$500
- 2 \$501 to \$1,000
- 3 \$1,001 to \$2,500
- 4 \$2,501 to \$5,000
- 5 \$5,001 to \$7,500
- 6 \$7,501 to \$10,000
- 7 \$10,001 to \$25,000
- 8 \$25,001 to \$50,000
- 9 \$50,001 to \$100,000
- 10 \$100,001 and \$200,000
- 11 \$200,001 and \$300,000
- 12 \$300,001 and \$400,000
- 13 \$400,001 and \$500,000
- 14 \$500,001 and \$600,000
- 15 \$600,001 and \$700,000
- 16 \$700,001 and \$800,000
- 17 \$800,001 and \$900,000
- 18 \$900,001 and \$1,000,000
- 19 over \$1,000,000

If your estimate is over \$1,000,000, please give your best estimate of the repair costs. \_\_\_\_\_

24. Is business currently operating: a. \_\_\_\_yes b. \_\_\_\_no c. \_\_\_\_only at partially capacity

25. If the business has not reopened (and plans to reopen), do you anticipate relocating to another location?

- a. \_\_\_\_ Yes; within the community b. \_\_\_\_ Yes; within the state
- c. \_\_\_\_ Yes; in another state d. \_\_\_\_ No; will reopen on the same site

26. Was the business shut down for any time after the disaster: a. \_\_\_\_yes b. \_\_\_\_no

If yes, how long (in days) was the business shut down: \_\_\_\_\_

27. Were there infrastructure issues that prevented the business from operating at the pre-disaster capacity? If yes, indicate the time (**in days**) each issue impacted the operation of the business:

- a. \_\_\_\_water b. \_\_\_\_sewer system c. \_\_\_\_phone d. \_\_\_\_electric power
- e. \_\_\_\_road closure f. \_\_\_\_parking g. \_\_\_\_trash removal f. \_\_\_\_employees
- g. \_\_\_\_other. Please explain \_\_\_\_\_

28. Were there plans to expand the business prior to the disaster: a. \_\_\_\_yes b. \_\_\_\_no

29. Are you now considering expansion of the business: a. \_\_\_\_yes b. \_\_\_\_no

30. Does the business have insurance: \_\_\_\_\_

- If so: what type: a. \_\_\_\_liability b. \_\_\_\_property and casualty (P&C)
- c. \_\_\_\_commercial fire d. \_\_\_\_loss of revenue (business interruption) e. \_\_\_\_flood

If the business has P&C, flood, or fire insurance, is it fair market value or replacement cost insurance?

- a. \_\_\_\_fair market value b. \_\_\_\_replacement cost

31. Was your loss of revenue due mostly to \_\_\_\_ physical damage, \_\_\_\_ infrastructure problems (high water loss of power) or \_\_\_\_ loss of client base?

32. How is the business planning to pay for the uninsured losses: \_\_\_\_\_

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33. Did your business receive assistance from individuals or groups in your community? \_\_\_\_ yes \_\_\_\_no

If yes, please estimate the dollar value of the assistance you received. \_\_\_\_\_

34. How long has your business operated in this community? \_\_\_\_\_ years

35. Does your business qualify for government programs for woman or minority owned businesses? \_\_\_\_yes \_\_\_\_no

